

Website manager's report for period ending November 29, 2023

SUMMARY

- A few routine website maintenance tasks were performed; there were no major website issues.
- Our Newtek phone support has been successfully used, and we can now review the status of all our support tickets online.
- we have had helpful communications with several members of Newtek management that resulted in support action.
- Newtek have made further changes to improve delivery of email for the eBridge, etc.
- There were some email non-deliveries during this reporting period , but the trend is improving.
- Solicitations for membership renewal and new members were sent out.

DETAILS

(1) Website Maintenance and Updates

- I updated the event schedule page to keep the information current.
- Our transition to a complimentary Newtek managed support plan has been completed. This means we now have phone support, which allowed me to speak with a support engineer and have him witness a site outage due to server timeouts as I

was on the phone. We also now have online access to all our support tickets, which is very helpful, as communication is not one of Newtek's strengths. Further, I was able to bring quicker closure on three problems by email and phone communication with Newtek management; my contacts now include the president & COO, the CIO, the VP of

- Server management, two VP IT Solutions Specialists, and a technical account manager assigned by the president to focus on our problems.
- As a result of the increased management attention, Newtek have made three further changes to improve success rates for distribution of eBridges, informational mass emails, and the Board@hrcaz.org mailing list. Specifically, the send rate limit from emadmin@hrcaz.org has been increased to 350 recipient addresses per hour, and to 100/hr. for board@hrcaz.org. (this latter is to cover a situation where several board members might send information for an upcoming board meeting in quick succession.) As a result of my phone report of intermittent server timeouts over 2–3 days two weeks apart, Newtek have for three weeks been monitoring our site for outages by using remote monitors. They caught several outages, but they have so far all been due to problems at the monitor end, or between the monitor and our site.

- **(2) eBridge Distribution**

- I distributed the November eBridge and one delivery failure was reported, but the member did not respond to my request for information, so I do not know if this non-delivery was due to Newtek server problems or something unrelated.

(3) Distribution of renewal/joining solicitations

- I sent out emails to solicit membership renewal and to solicit joining, based on thorough work by Mary Barkl, Kay Nye and Ted Rees. About 10% of the addresses failed, as would be expected, given the sources of the address information. However, there were some ambiguous results when I re-sent to these failed addresses from my personal email address. Specifically, there were no server address error messages as before, but none of the recipients replied to confirm receipt, as I had requested. Interpretation and investigation are ongoing.

Kevin